



2021

# Community Engagement Framework

June 2021



#### **ACKNOWLEDGEMENT OF COUNTRY**

**The City of Busselton acknowledges the Traditional Custodians, the Wadandi Bilbulmun People, on whose land we are living and pay our respects to their Elders, past, present and emerging.**

Photo Credit: Kinfolk Photography

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# Council's Commitment

We are passionate about the future of our City and meeting the needs of our growing and diverse population. This requires community and stakeholder input. It also requires a commitment from Council to actively seek, listen to and, where appropriate, act on that input.

Council has endorsed the City of Busselton Community Engagement Framework to facilitate a robust, transparent and strategic approach to engagement. The Framework is centred on the objectives and principles of the City of Busselton Community Engagement Policy.

The Community Engagement Framework is intended to be a living document. It will be reviewed and adjusted over time to suit the needs of our community and stakeholders and changes to the way we communicate and engage.

Council thanks community groups and individuals who helped develop the City's Community Engagement Framework. We hope that it helps people understand how Council engages with the community and other key stakeholders.



## Introduction

Council's goal is to work in partnership with community members and other key stakeholders to jointly determine and direct the future of the City of Busselton.

The City of Busselton Community Engagement Framework (the Framework) acknowledges Council's desire to engage in a way which:

- Is transparent and based on a clear and logical process.
- Is undertaken on a case-by-case basis with reference to the contextual factors that may affect the project or decision.
- Meets community expectations for honest and respectful interaction.
- Informs the decision making process to achieve outcomes that are financially, socially and environmentally sound.
- Encourages a diversity of voices in order to gain a better understanding of different viewpoints.
- Establishes and maintains constructive working relationships with the community and all stakeholder groups.

# Engagement Snapshot

This Framework provides high-level direction on meeting the objectives of the City of Busselton Community Engagement Policy.

These objectives are:

- Stakeholders are informed of matters that affect them.
- Stakeholders are provided with sufficient information to make informed comment on matters affecting them.
- Stakeholders can easily comment on and access information at project milestones.
- Comments received are given due consideration by decision makers.
- Stakeholders who provide comment are informed of the outcome.



A reference to stakeholders in this Framework encompasses:

- Community members, group of individuals that have an interest in the business of the City of Busselton; and / or
- Any individual, group of individuals, organisations, or political entities with a stake in the outcome of the decision.

The levels of engagement included in the Framework are based on established approaches outlined in the International Association of Public Participation (IAP<sup>2</sup>) and used broadly across the Australian Local Government Sector. Using these approaches the City is seeking to engage with stakeholders in a meaningful way, so that decisions contribute to the building of a place where environment, lifestyle and opportunity thrive.

Informed by community feedback received during the development process, the City of Busselton Community Engagement Framework outlines:

- What engagement means at the City of Busselton
- Why the City engages.
- Who the City engages with.
- When the City engages.
- How the City engages.

Noting the importance for participants to understand how their input has been considered, the Framework also provides guidance on how the feedback loop will be closed.

This Framework applies to the City of Busselton Council, Officers and consultants engaged by the City. It should be read in conjunction with the City's Community Engagement Policy.



## How Your Feedback Has Shaped the Framework

Community feedback has shaped the content of the Framework in the following ways:

- The principles outlined in this Framework reflect the community's views around quality engagement and meaningful engagement. They also align with the objectives of the City of Busselton Community Engagement Policy.
- The section of the Framework entitled *Who We Engage With* has been informed by community discussion around the diversity of groups and individuals interested in and/or impacted by Council decision making and the importance of hearing a diversity of voices.
- The section of the Framework entitled *When we Engage* reflects community acknowledgement that the decision to engage and to what level, will be contextual and therefore undertaken on a case-by-case basis. It also reflects the understanding that in some instances engagement will be statutorily driven or not needed at all
- The section entitled *How We Engage*, addresses community expectations for transparent engagement which is backed by thorough planning and delivered using appropriate methodology. This section also highlights the importance of providing feedback to engagement participants and reviewing engagement initiatives to ensure continuous improvement.



# What Engagement Means at the City of Busselton

Engagement at the City means connecting with community groups, organisations and individuals for the purpose of exchanging information, building shared understanding and making informed decisions.

Engagement is a process, not a result. Engagement is not about meeting community expectations all of the time, but about achieving broad stakeholder acceptance of the engagement process followed and the resulting outcome. To this end, engagement at the City of Busselton will endeavour to be underpinned by clear process, shaped by context, transparent, respectful, and timely.

Depending on the nature of the project or proposal, the impact on stakeholders and the extent to which stakeholders have opportunity to influence the final decision, engagement may be undertaken for the purpose(s) of:

- Informing stakeholders.
- Consulting with stakeholders.
- Involving stakeholders in decision making.
- Collaborating with stakeholders about a particular decision.
- Empowering stakeholders to make a final decision.

## Why We Engage

The City undertakes engagement so our community and stakeholders are aware of and can participate in the development of policies, plans and services that shape or contribute to their lives, at an appropriate level.

Engagement encourages greater stakeholder satisfaction with the City and helps to ensure Council's decision making, is open and accountable and that Councillors and officers understand local issues and needs.

It should be noted that in fulfilling their responsibilities under the Local Government Act 1995, City of Busselton Councillors are not bound to act in accordance with the wishes of a particular group or groups. The role of the Councillor is to represent the best interests of all electors, ratepayers and residents. This requires Councillors to form their own views based on all the information and issues put to them including professional advice, undertaking independent research and being informed through Council debate.



# Who We Engage With

Identifying the people who need to be involved in an engagement initiative is a critical step in the engagement planning process. It is important to include those people who are impacted by the proposal as well as those who are capable of influencing the outcomes of the proposal.

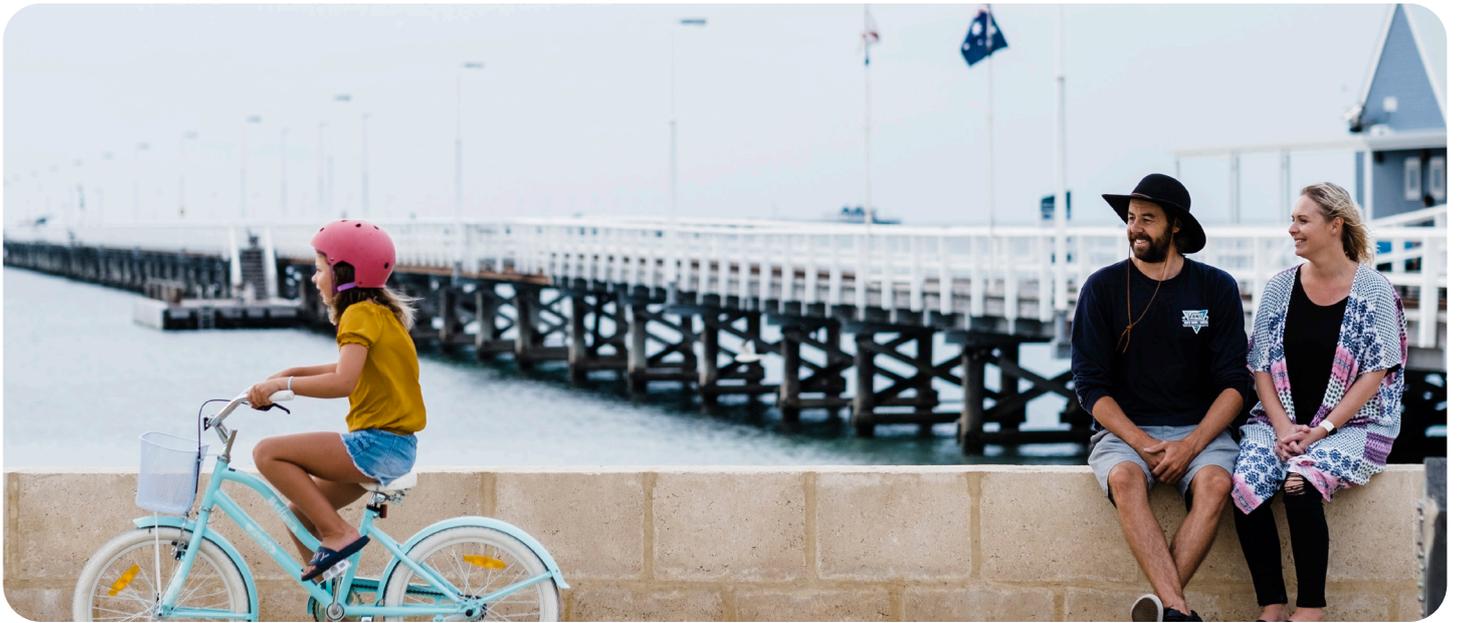
City of Busselton stakeholders can be categorised into broad groups as indicated below. The role each group has in the decision making process depends on their level of interest and / or influence in the engagement initiative and the extent to which they will be impacted by the outcomes.

- Residents, Ratepayers and Service Users (e.g. program users, renters of Council facilities, visitors)
- Hard to reach stakeholders
- Directly affected Stakeholders (e.g. commuters, private property / business owners, community groups)
- Decision Makers (e.g. Council / State or Federal Legislators)
- Project Partners (e.g. service providers, community groups like GeoCatch)
- State Government Agencies / Regulators (e.g. DFES, Heritage Council, Busselton Water)
- Businesses (e.g. local business operators, Chambers of Commerce)
- Land Developers
- Peak Body / Industry Groups / Local Government Associations and Networks (e.g. Regional Arts WA; WALGA)
- Traditional Owner Groups (e.g. Wadandi Bibulum Elders, Undalup Association)
- Special Interest Groups (e.g. Residents' Groups like PGLA, FAWNA, Friends of Meelup)
- Key Influencers (e.g. parliamentarians, technical experts)
- Media (e.g. local press, social media, radio and online outlets)
- City of Busselton Employees

More information about stakeholder influence and impact is provided in the section entitled *Choosing the Most Appropriate Level of Engagement*.

A **Stakeholder Identification Table** supports this Framework and forms part of the Engagement Toolbox. The table helps identify each group's potential role in decision making as well as considerations for determining their level of influence on any given project. This is a useful reference tool when developing an engagement plan.





## Hard to Reach Groups

To make sure engagement is inclusive, hard to reach groups must be specifically considered when identifying stakeholders. Hard to reach groups may not engage as much as others due to social and physical isolation, language barriers, low digital proficiency, lack of time, and physical or cognitive disability.

Hard to reach groups identified in the City of Busselton may include:

- Culturally and linguistically diverse communities
- Indigenous peoples
- People with a disability
- LGBTIQ community
- Youth
- Families with young children
- Absentee landlords
- FIFO workers

The engagement approach may need to be tailored to provide these groups with the best opportunity to participate.

Stakeholder groups considered hard to reach are identified in a **Hard to Reach Stakeholder Identification Table** which forms part of the Community Engagement Toolbox. The table provides information on why certain stakeholders are considered hard to reach as well as potential strategies when developing an engagement plan.

## When We Engage?

The City of Busselton Community Engagement Policy documents the instances when the City will, as a general rule, engage with stakeholders.

**Table 1A** provides guidance on the type of instances when engagement should be undertaken.

**Table 1B** provides a sample list of some of the common engagement scenarios at the City of Busselton. This is not a conclusive list and serves as a guide only.

**Table 1A – Instances for Engagement (A Guide)**

<p><b>YES</b> –If engagement is required under Local, State and Federal law.</p>	<p><b>Yes (as a General Rule)</b> If the project relates to any of the stipulations for engagement in the City of Busseton Community Engagement Policy</p>	<p><b>Possibly NO</b> noting that communication may be necessary.</p>
<ul style="list-style-type: none"> <li>• <a href="#">Local Government Act (WA) 1995</a> <a href="#">Western Australian Legislation - Local Government Act 1995</a></li> <li>• <a href="#">Planning and Development Act 2005</a> <a href="#">Western Australian Legislation - Planning and Development Act 2005</a></li> <li>• <a href="#">Planning and Development (Local Planning Schemes) Regulations 2015</a> <a href="#">Western Australian Legislation - Planning and Development (Local Planning Schemes) Regulations 2015</a></li> <li>• <a href="#">Land Administration Act</a> <a href="#">Western Australian Legislation - Land Administration Act 1997</a></li> <li>• <a href="#">Native Title Act</a> <a href="#">Native Title (www.wa.gov.au)</a></li> <li>• <a href="#">Road Traffic Act 1974</a> <a href="#">Western Australian Legislation - Road Traffic Act 1974</a></li> <li>• <a href="#">Public Health Act 2016</a> <a href="#">Public Health Act 2016 00-k0-00 Xml (legislation.wa.gov.au)</a></li> <li>• <a href="#">Privacy Act 1988</a> <a href="#">https://www.legislation.gov.au/Details/C2014C00076</a></li> <li>• <a href="#">WA Health Act 1911 and Associated Regulations</a> <a href="#">https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a343.html</a></li> <li>• <a href="#">Heritage of WA Act 1990</a> <a href="#">https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a348.html</a></li> <li>• <a href="#">Occupational Health, Safety and Welfare Act 1984 and Associated Regulations</a> <a href="#">https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a555.html</a></li> <li>• <a href="#">Environmental Protection Act 1986</a> <a href="#">https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a252.html</a></li> <li>• <a href="#">Bush Fires Act 1954 and Associated Regulations</a> <a href="#">https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a95.html</a></li> </ul>	<ul style="list-style-type: none"> <li>• A decision is likely to have significant impact on a particular individual or group in the community.</li> <li>• A decision is likely to have a significant impact on the broad economy, lifestyle or environment of the City and its residents.</li> <li>• There is, or is likely to be, strong community concern or interest in the issue.</li> <li>• The resolution of an issue or implementation of a proposal is likely to require a substantial redirection of ratepayer funds.</li> <li>• The future use of a strategic area of land within the City is being decided.</li> <li>• Information is needed to inform future strategic and community planning.</li> <li>• Council otherwise deems it appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• A decision must be made quickly in the interests of the City.</li> <li>• The City is bound by legal, commercial or legislative constraints.</li> <li>• The City is unable to influence a decision being made by another agency or party.</li> <li>• The decisions concern 'day to day' operational matters like, for example: temporary change to facility opening hours; internal restructures; system changes relating to such things as record keeping, financial management and information technology.</li> </ul>
<p>#This is not an exhaustive list. City Officers must undertake due diligence to ensure compliance with all relevant legislation and City policy.</p>		

**Table 1B – Sample List of Common Engagement Scenarios at the City of Busselton**

Development Applications	Naming Places
Local Planning Scheme Amendments	Tenders / Expressions of Interest
Local Planning Policies	Removal of Trees / Vegetation
Structure Plan	Local Law Review
Town Planning Scheme Amendments	Items on Council Agenda
Precinct Structure Plans	Closure of Road / Public Places or Spaces
Strategic Planning Documents	Bushfire Notice
City of Busselton Planning Updates	Harvest / Vehicle Movement Bans
Allocation of Marketing and Events Funding	Participatory Budgeting
Reconciliation Action	International Relationships
Advisory Groups established to Assist Council	Working Groups established to project design
Changes in City of Busselton Facility Operating Hours	High Profile Capital Works Projects
Minor Capital Works (where there is scope for disruption)	Award and Recognition Opportunities
Upgrades to Public Open Spaces / Places	Community Satisfaction Survey
Allocation of funding through community bid process	Public Notices
New Events / Event Applications	Advice of Council Meetings
#This is not an exhaustive list.	



# How We Engage

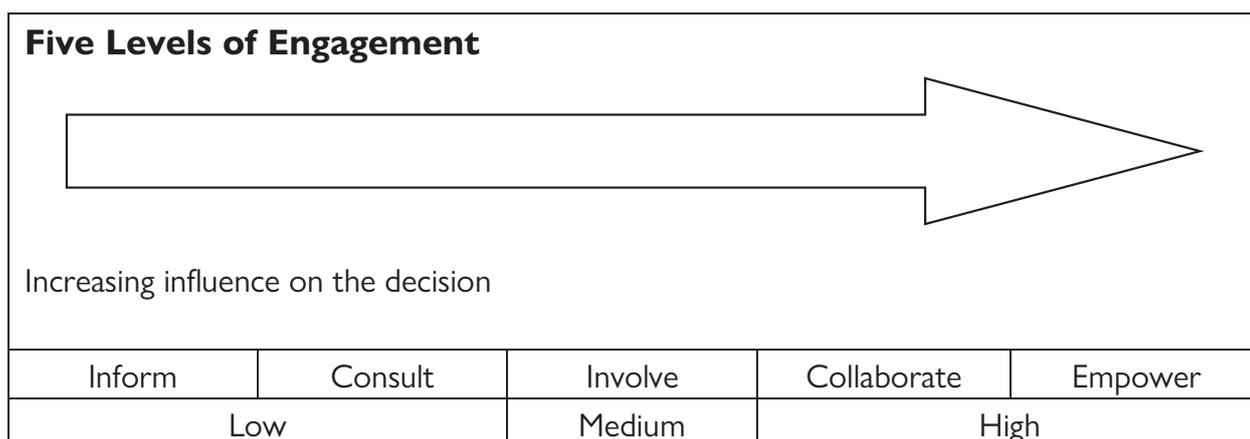
The City of Busselton Community Engagement Framework is based on the International Association for Public Participation (IAP<sup>2</sup>) participation spectrum.

**Table 2** provides an overview of the five levels of engagement. It also provides:

- Indicative guidelines on the timing of implementing the different engagement types.
- Council's commitment relative to each engagement type.
- The role of the stakeholder relative to each engagement type.
- Application examples applicable to the City of Busselton.
- Examples of the various tools that may be suitable to each engagement type (City Officers can source more information on engagement tools in the Community Engagement Toolbox).

The five levels of engagement range from low to high level as indicated in **Figure 1** below.

**Figure 1**



<b>Engagement Type</b>	<b>Inform</b>	<b>Consult</b>	<b>Involve</b>	<b>Collaborate</b>	<b>Empower</b>
	One-way communication providing information that will assist stakeholders understand about something that is happening or has happened.	Two-way communications designed to get feedback on ideas and alternatives to inform Council's decision making.	A participatory process designed to identify issues and views before plans are developed or policies drafted. Stakeholders have input and opportunity to influence outcomes on multiple occasions throughout the process. Decision making remains with Council.	Joint decision making - working in partnership with Stakeholders to identify all issues, alternatives and preferred solutions. Similar to Involve but at the collaborative level stakeholders are directly engaged in making final recommendations for Council's consideration.	The final decision making is placed in the hands of stakeholders and duly endorsed by Council.
<b>Implementation Guideline (Timing)</b>	Before, during and after a decision has been enacted by the City.	After a draft proposal has been developed. Before Council decision making.	Before, during and after draft development. Before Council decision making.	Before, during and after draft development. Before Council decision making.	Before and during the development of a proposal. Before Council endorsement of a decision.
<b>Council / City's Commitment</b>	Share information about a decision or outcome with stakeholders.	Gain feedback to better understand stakeholder concerns and preferences AND to explore options.	Involve stakeholders in the process so their ideas, concerns, and aspirations are reflected in the options developed or final outcome.	Collaborate with Stakeholders so their advice and recommendations are included in the final decision AND the final decision will be one made together.	Council will implement what Stakeholders decide – subject to approvals, legislation and monetary limits.
<b>Role of Stakeholder</b>	Listen	Contribute	Participate	Partner	Decide
<b>Application Examples</b>	Peppermint Tree removal in response to safety concerns as outlined in an arborist's report.	Biennial Community Satisfaction Survey.	Strategic Community Planning process informs the development of Council's high-level strategic plans including	MERG (Marketing and Events Reference Group) makes decisions on funding for recommendation to Council.	Community groups decide how municipal funding for playground equipment in a particular park is spent.

<b>Table 2</b>	<b>Inform</b>	<b>Consult</b>	<b>Involve</b>	<b>Collaborate</b>	<b>Empower</b>
<b>Examples of Tools</b>	<p>Advice of normal street works.</p> <p>Advice of Council meetings.</p> <p>Advertisements Media / Social Media Website Signs / Maps / Models Newsletters / Fact Sheets Public Displays / Exhibitions Emails / Mail out Walking Tours Presentations to existing groups</p>	<p>Feedback on a series of plans for the proposed upgrade of Hannay Lane Dunsborough.</p> <p>Development Application e.g. mixed-use development in the town centre.</p>	<p>the City's Long-Term Financial Plan.</p> <p>Liaising with sporting groups to develop plans for the upgrade of sports facilities.</p> <p>Busseton Skate Park Working Group – initial involvement in design concepts.</p> <p>Dunsborough Precinct Structure Plan.</p>	<p>The Lower Vasse River Advisory Group established to help implement the objectives of the Lower Vasse River Waterway Management Plan.</p> <p>Development of City of Busseton Reconciliation Action Plan working closely with Indigenous People.</p>	<p>The community reviews public bids and decides how small sponsorship / grant funding is allocated.</p>
		<p>Submissions Telephone hotlines Your Say Busseton Online Polls / Surveys Presentations to existing groups Public Meetings / Forums / Seminars Community Access Sessions Council Meetings Open Days / Pop-up events Face-to-Face Council Sessions</p>	<p>Meeting with Key Stakeholders Your Say Busseton Stakeholder Reference Groups / Local Community Groups</p>	<p>Your Say Busseton Stakeholder reference / advisory groups / consultative and steering committees Public meetings / workshops Citizen Juries (representative sample of Citizens – consider options)</p>	<p>Elected Member representation Your Say Busseton Participatory Budgeting Citizen Juries Ballots Delegated Decisions Community Boards</p>

## Choosing the Most Appropriate Level of Engagement

Choosing the right level (or levels) of engagement for a particular project will vary depending on the nature and the complexity of the project or proposal, as well as the level of stakeholder impact and influence.

**Table 3** summarises, in broad terms, when each engagement level may be most appropriate.

Engagement Level	Most Appropriate When
Inform	Stakeholders only need to receive information to better understand an issue or why a decision has been made.
Consult	Stakeholder input, views or feedback is sought to better inform the decision-making process.
Involve	Stakeholder input is required to identify the issues early and inform the engagement planning or decision-making process.
Collaborate	Council or City Officers mutually share the decision-making with various stakeholders and / or members of the public. Collaborate is usually used when issues and solutions are not clear and Council seeks to work in partnership with others to find solutions.
Empower	When stakeholders are provided with the skills, information, authority and resources to make the final decision
<i># Under the Local Government Act 1995, the only decision making power that rests entirely with the public is the election of Council Members during the Council Election process.</i>	

When considering the most appropriate level of engagement, consideration must also be given to a range of factors including:

- The level of stakeholder interest, influence and impact.
- Political sensitivities surrounding the issue.
- Timing of required decision making and stakeholder availability.
- The level of social, economic or environmental impact as it relates to the goals and objectives outlined in the City's Strategic Community Plan under Environment, Lifestyle and Opportunity.
- Legislative requirements.
- Resourcing and budgetary limitations.
- The required scope of engagement (broad or targeted).



## Assessing Stakeholder Impact and Influence

Once stakeholders have been identified, it is important to analyse their level of interest in the project, the extent to which they are impacted by the decision and their ability to inform or influence the outcome.

As a general rule, the City will use the level (or levels) of engagement which correlates best with the level of influence a stakeholder or stakeholder group has on the outcome of a decision. The more a stakeholder group will be affected by the proposed project, the more important it is for them to be included and encouraged to participate in the engagement process.

*Inform* is the lowest level of engagement reflecting a one way communication flow. In this instance stakeholders do not generally have the ability to influence the decision and/or will not be significantly impacted by it.

*Empower* is the highest level of engagement whereby Council may, within the bounds of the Local Government Act 1995, determine to defer decision-making responsibility to stakeholders.

When analysing the level of impact on stakeholders, the following factors need to be considered:

- Cultural significance of the project or proposal.
- Proximity to the project or proposal.
- Change in service provision or access / use.
- Proposals that may significantly alter the form or functionality of land or buildings within town centres, foreshores and other areas of significant public interest (generally in the form of proposed changes to planning controls).
- Special interests (e.g. environmental groups).
- Financial implications (cost to stakeholders) of the project or proposal.
- Size of stakeholder group.
- Impact on lifestyle / amenity.
- Safety and wellbeing.

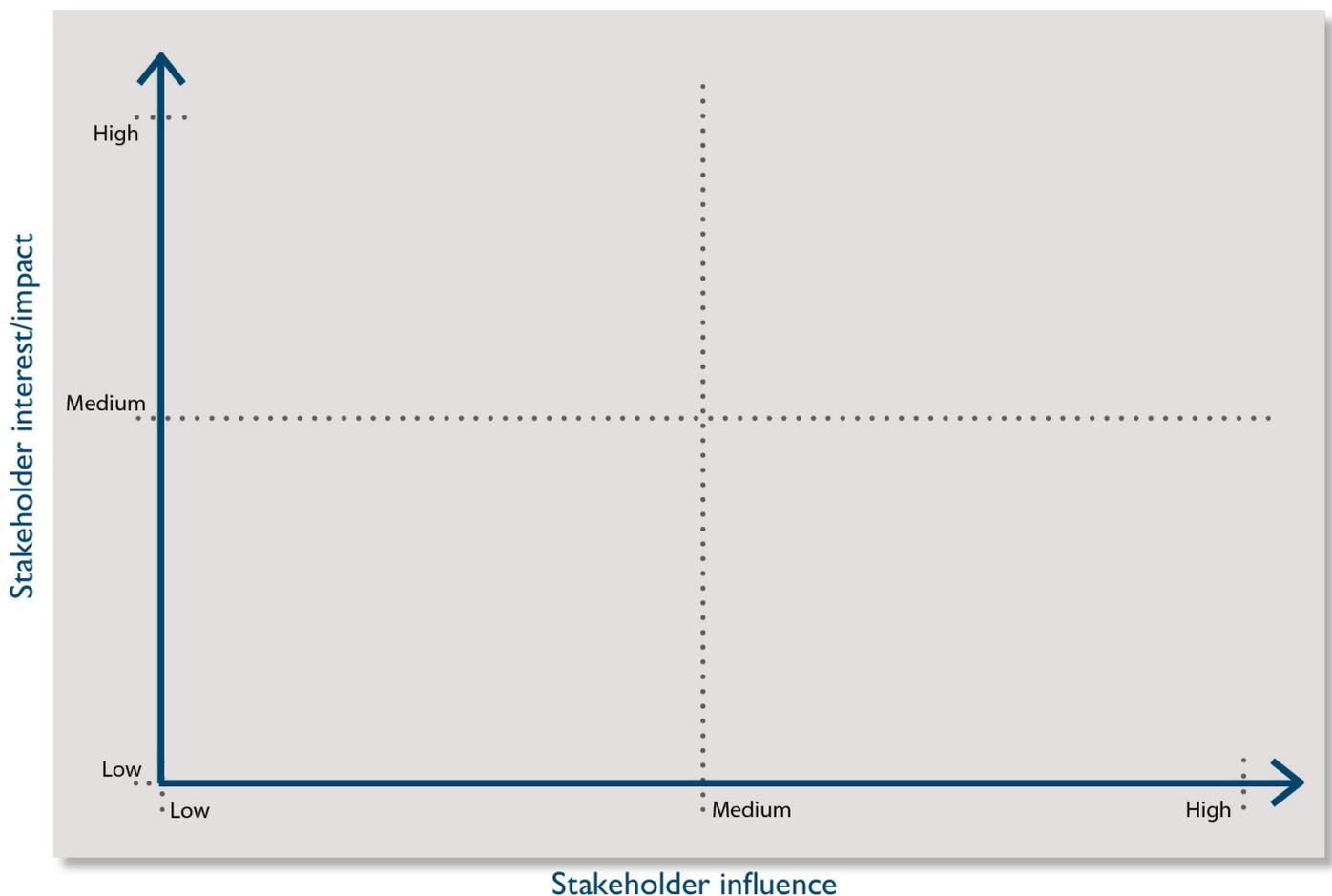


## Assessing Stakeholder Impact and Influence (cont.)

When analysing the level of influence stakeholders may have on the outcomes of an engagement initiative, consider the following:

- Extent of impact.
- Size of stakeholder group.
- Expert knowledge (including cultural knowledge).
- Legal power or authority.
- Funding provider e.g. Lotterywest.
- Industry / peak body backing.
- Public profile / popularity.

Plotting stakeholder impact and influence on a simple Stakeholder Analysis Matrix is a useful way to determine the most appropriate engagement level for each stakeholder or stakeholder group. The **Stakeholder Analysis Matrix** forms part of the Community Engagement Toolbox.



# Plan, Do, Report and Review – A Four Step Process

At the City of Busselton engagement is four step process:

1. Plan: Prepare a Stakeholder Engagement Plan.
2. Do: Prepare for engagement and engage.
3. Report: Close the feedback loop.
4. Review: Assess the effectiveness of the engagement initiative.

## Planning to Engage

The **City of Busselton Stakeholder Engagement Plan** is a key operational document underpinning the Community Engagement Framework. It guides the engagement planning and implementation process should be.

Used by officers at the City of Busselton, with leadership, advice and support from the Public Relations Team. It provides a series of planning prompts including:

- The purpose of the engagement initiative.
- Stakeholder identification and impact / influence assessment.
- Negotiable and non-negotiable aspects of the engagement initiative.
- Key messages.
- Tools and techniques.
- Timeframes.
- Activity planning.
- Engagement risks.
- Reporting outcomes.
- Reviewing effectiveness.

In addition to planning for each individual engagement initiative, the City will incorporate engagement planning into its corporate and operational planning processes. This will enable early identification and broad planning and coordination of community engagement initiatives, noting that early engagement was identified by the community as a key outcome for quality engagement.

## Undertaking Engagement

Regular check-ins are required during the engagement process to identify and address any issues. Key considerations are whether engagement is reaching the intended demographics and whether the data being produced is actionable.



## Engagement Reporting

Once the engagement initiative has been undertaken the feedback data needs to be analysed to identify themes and perspectives that will inform decision making.

### Internal Reporting

Engagement activity will generally be captured in an engagement report.

Key elements to include in an engagement report include:

- Identify stakeholder groups engaged.
- Outline the approach taken including information on the methodology employed and how participation was promoted (advertising).
- The number of responses.
- Weighting of responses (if applicable).
- Key issues raised.
- Recommendations for City action in relation to information received.
- Methods used to feedback to participants.
- Overall statement of evaluation on the effectiveness of the engagement initiative.
- Powerful statements (as a quote) that encapsulates the views of stakeholders and community members.



### Report Back to Participants

Closing the feedback loop is a critical step in the engagement process as it maintains the trust between the City and community members. It also encourages future participation. The report back to the community is an opportunity to tell people what was heard, what is going to be done and why.

Feedback is generally provided at the end of the engagement initiative but in some instances it may be important to feedback at various stages of the program.

Feedback to participants should include:

- An acknowledgment of their participation.
- An update on the process.
- Information about how their views were considered (along with other input such as technical, financial and legislative requirements).
- A copy of the engagement outcomes report.
- Further consultation opportunities if applicable.
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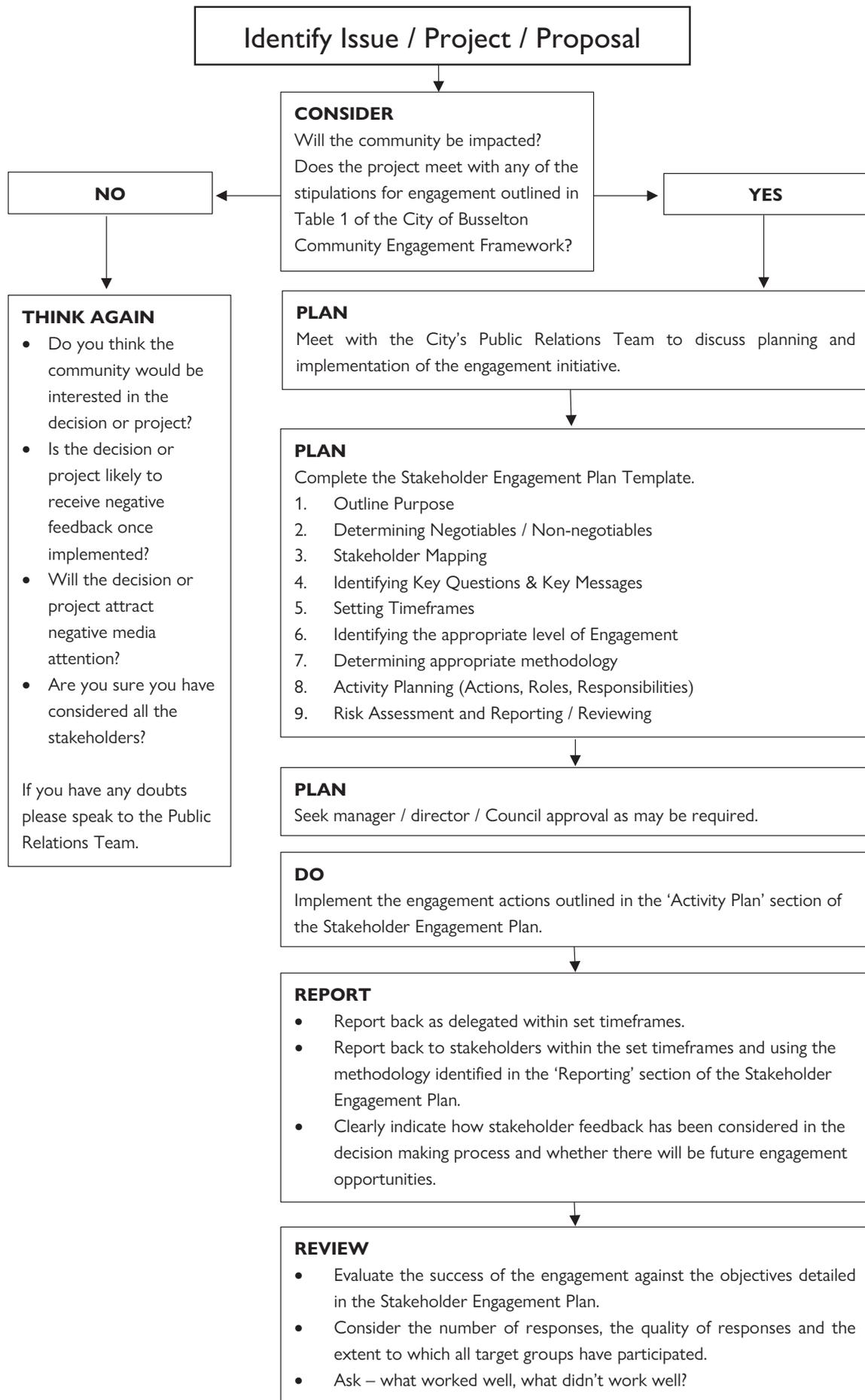
Feedback may be provided via the City's Your say Busselton website, email, mail or phone, dependant on the nature of the engagement. Officers will need to consider the most appropriate form.

## Review

Reviewing the effectiveness of each engagement activity undertaken will enable City Officers and Councillors to improve stakeholder and community engagement practice.

- Timing.
- Inclusiveness.
- Facilitator's skills (if applicable).
- Clarity of the information provided.
- Effectiveness of promotional tools used.
- Appropriateness of methodology.
- Response rates.
- Participant satisfaction.
- Adequacy of resource allocation.
- Lessons learnt.

The following Flowchart simplifies the City of Busselton Engagement process.



# Conclusion

**This Framework sets out the City's commitment to engage with stakeholders and community members on decisions which impact and/or interest them.**

The Framework informs City Council, Officers and consultants engaged by the City on the processes involved in planning and implementing engagement initiatives. It underpins both the City's and the community's commitment to creating a harmonious environment through open, honest and respectful dialogue.

The structure and process outlined in the Framework and supporting appendices align with principles and objectives of the City of Busselton Community Engagement Policy and are based on the IAP<sup>2</sup> engagement model. The Framework reflects the community's values around quality engagement. It also reflects an understanding that context will determine when engagement is undertaken and at what level; how it will be undertaken and with whom.

The Framework will be administered by the City of Busselton Public Relations Team and regularly reviewed to meet the changing needs of stakeholders and developing engagement trends and technologies.

# Acknowledgements

The City of Busselton extends its thanks to the many Local Governments across the Western Australian and Australian sector who provided advice on the development of the City's Community Engagement Framework.

Many Local Governments generously shared their time and their own engagement resources and this input provided invaluable guidance in shaping the City's Framework and operational Toolkit. In particular the City notes the assistance of the City of Adelaide, the City of Canning, the City of Stirling and City of Albany.

The City's Framework is based on the principles and objectives of the International Association for Public Participation (IAP<sup>2</sup>). The City extends its thanks to Joel Levin from Aha Consulting who facilitated three very useful public workshops which helped us, as a community establish our engagement values and aspirations.

Most importantly we acknowledge the support of community members who provided input into the development of the Framework and, in doing so, showed great optimism for the future of engagement in this City.

# References

Stakeholder Identification Table

Hard to Reach Stakeholders

Engagement Tools at the City of Busselton

Stakeholder Analysis Matrix

City of Busselton Stakeholder Engagement Plan



Where environment, lifestyle  
and opportunity meet!

Adopted by Council  
August 2021



**City of Busselton**  
*Geographic Bay*

Join Our Community



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